

GRANTEE MONITORING

Grantee Name	<i>Emergency Pregnancy Services of Minneapolis Dba Birthright of Minneapolis</i>
Location/Address	<i>825 Nicollet Mall Suite 702 Minneapolis, MN 55402</i>
Phone Number	<i>612-338-2353</i>
Date and Location of Site Visit	<i>December 15, 2017 – Birthright office</i>
Grantee Participants	<i>Corrine Kaminski, President; Rosemary Rockwell Vice President; Patti Sue Inhofer, Treasurer</i>
MDH Participant(s)	<i>Mary Ottman, Grant Manager</i>
Grant Agreement #/PO #	<i>Vendor #0000285535</i>

PURPOSE:

In accordance with the MDH Policy 238.01 Grantee Monitoring, MDH will conduct at least one monitoring visit per grant period on all state grants of over \$50,000, and at least annual monitoring visits on grants of over \$250,000.

The purpose of the grant monitoring visit is to review and ensure progress against the grants' goals, to address any problems or issues before the end of the grant period and to build rapport between the state agency and the grantees. This visit may cover topics such as statutory compliance; challenges faced by the grantee, modifications made to the grant program, program outcomes, grantee policies and procedures, grantee governance, and training and technical assistance needs.

The findings or information obtained through this monitoring activity will be used:

- To ascertain how MDH program funds are being utilized
- To provide targeted technical assistance needs
- To improve program implementation performance
- To suggest other training needs
- In future funding decisions

OVERVIEW

1. Is the Grantee's non-profit 501(c) 3 status current? **Yes**

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2. Does the Grantee have a central file containing the official records for this grant agreement and/or amendment?
Yes. Both on the computer (password protected) and in the locked file cabinet
3. Where is this central file located?
In the Birthright Minneapolis office
4. Who is responsible for this central file?
Treasurer: Patti Sue Inhofer
5. Does the central file include
 - The grant proposal? *Yes*
 - The award letter? *Yes*
 - The signed grant agreement and any/all amendments? *Yes*
 - Any/all requests and/or approvals for scope/budget changes? *Yes*
 - The work plan? *Yes*
 - Any/all payment requests (invoices)? *Yes*
 - Any/all signed subcontracts? *Not applicable (no subcontracts)*
 - Any/all Progress Reports? *Yes*

REPORTING REQUIREMENTS

1. Does the organization meet all reporting requirements as outlined in the grant agreement and/or amendment? *Yes*
2. Are expenditure reports submitted timely and accurately? *Yes*
3. Are progress reports submitted with all required information and in a timely manner? *Yes*

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CONTRACTUAL

1. Does the Grantee have written policies or procedures addressing use of contractors and/or subcontractors? **n/a – No Subcontractors**
2. Were any sub-contractors paid from the MDH grant required to sign a contractual agreement outlining services to be rendered, duration of engagement, and pay rate?
3. Was the contractual agreement(s) reviewed and approved by MDH before implementation?

PERSONNEL POLICIES, PROCEDURES AND PRACTICES OF THE GRANTEE

1. Are time distribution records (e.g., time-sheets) maintained to show how employees who are funded through, or contributed in kind to, the MDH grant and who work on multiple projects/programs spend their time? **n/a – No Employees**
2. Do personnel and/or payroll records show dates of hire/termination, immigration status if applicable, actual hours of time worked, leave time, federal and state programs worked on, and earning for all employees who are funded through, or contributed in kind, to the MDH grant?
3. Does the Grantee have policies and procedures in writing regarding:
 - Payroll?
 - Travel?
 - Overtime?
 - Timesheets?
 - Taxes?
 - Purchasing?
 - Compensated time off?
4. Are employees time sheets approved?
By whom (what position)?
By the Executive Director?
5. Does the Grantee's payroll preparation and distribution involve more than one employee?
6. Does an authorized official approve all checks before being signed?

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Additional Comments:

Emergency Pregnancy Resources of Minneapolis is affiliated with the National Birthright Organization.
This affiliation does not permit paid staff, subcontracts of the purchase of large infant equipment.

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PROGRAMMATIC QUESTIONS

Please use this space to answer all questions.

Program History

- When was your program started? Why was it started?
Our first PAG began in July 2006 to fill a need our office had observed in our clientele.
- What need does your program fulfill?
The financial assistance program fulfills a need for help with maintaining a stable housing and living situation for pregnant women and women with a child under the age of one year. The funding for purchasing diapers and wipes fills a need for diapers for those women, with children under the age of one year, who do not have sufficient funds to purchase enough diapers to get them through the month.
- How has the program grown or changed since its beginning?
The number of financial grants approved increased about 33% over the previous year (comparing 7/1/15-6/19/16 to 6/20/16-6/30/17). With more awareness of our financial assistance program, more women have been coming to us for help. Since 2006, rent has increased significantly so the amount of financial assistance women need has increased. The diaper program was added in July 2016. And we have added wipes in 2017. The diaper program continues to grow. More women are applying for the program and more diapers are given at each visit. Word of mouth & referrals from other agencies have been responsible for many of the new applicants.

Grantee's Target population

- Who does the organization primarily serve?
Pregnant women & women with children up to 1 year in need of one-time financial assistance (rent or utilities) and diapers.
- What is the program's demographic and geographic coverage?
Women residing in Hennepin County. No demographic limitations.
- Review recent Demographic reporting.
For our most recent quarter: 7/1/17-9/30/17: 17 women in the 20-24 age range; 16 in the 25-29 age range; 9 in the 30-34 age range. 44 were post-partum; 38 were African American

Leadership and Governance

Effective Board: How many board members currently serve, who are they?

Board of Directors

October 2017

President: Corrine Kaminski

Vice President: Rosemary Rockwell

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Treasurer: Patti Sue Inhofer

Secretary: Kathy Myers

At-Large:

Patti Meyer

Mary Paprocki

Bernadette Daly

Kathy Johnson

- How often do they meet? How are they informed of organization's progress and challenges?

The board members meet at least twice a year and keep in close touch in between meetings via telephone, newsletter and email to communicate progress, issues and needs. There are monthly newsletters provided to board members and all volunteers.

- How supportive is the Board of the program?

The Board is very supportive of the program since most of the board members work with clients in the office and know first-hand of the women's needs.

- How is the program staffed? Who is responsible for the supervision of grant staff?

All volunteers are trained to screen for financial assistance and provide diaper assistance so all are considered program staff. There are six volunteers trained to complete financial applications with clients. The Board president, also an active volunteer and program worker, is responsible for supervision of the volunteers.

- How are staff evaluated on their performance? How long have PA staff been employed there?

The surveys completed by our clients can provide general evaluation on volunteers' performance. All of the staff members processing financial applications have been with Birthright more than 5 years, in some instances over 30 years.

- How are staff background checks done?

Birthright does not do background checks on volunteers. It was recommended, however, that moving forward all new volunteers that work with clients or funding should complete a simple MN criminal background check.

- What is your organization's policy on complaints for staff and clients?

Complaints from volunteers are directed to the President. For women assisted by the PAG programs, we ask them to complete an evaluation which is used to complete the annual PAG evaluations.

Budget

- Does the current budget reflect your work plan activities? **Yes**

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- Is the budget accurate for the project size/scope? *We do run out of funds for financial assistance most quarters and have to tell some women that they have to wait until the next quarter to make an appointment to complete an application. So in future grant cycles, it would be best for us to increase the amount in our Grant Proposal.*
- Do you have any challenges with the budget or invoicing? *No problems with the invoicing. As stated in the previous answer, we could help more women with a larger budget.*
- Has your Financial Reconciliation taken place? *No. Not yet for the current grant cycle.*
- If you have an elevated risk designation, and/ or your Financial Reconciliation report cited any concerns, these will be discussed.

Review Work Plan including:

Partners

- If applicable: how are people referred to the program? Are there any barriers encountered with referral sources? What is your most common referral source?
Referrals for both financial assistance and diapers are primarily from 211, Hennepin County friends & relatives. We are not aware of any barriers. Other partnerships and outreach would be encouraged with area local public health and the WIC offices.
- Challenges with partners or specific counties?
We are not aware of any problems with specific partners. We only deal with Hennepin County and have not experienced and problems.

Work Plan – See the Summary of Current Status of PAG Program document

- Review your 2016 – 19 grant application’s description of the program you are asking to be funded. On your work plan note the services and activities you said you would provide and the number of clients you would serve.

Prepare a short summary of your current program(s) and the number of clients being served.

How does what you describe in the application compare with what you are currently providing? Have any programs and/or activities or services been added or removed? Have the number of clients being served per quarter decreased or increased since June 2016? Is there anything in particular you want to share about your current program to explain its current status?

*Summary of Current Status of PAG Program for
Emergency Pregnancy Services Db a Birthright of Minneapolis*

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For our two PAG Programs, we are providing services to our clients as stated in our 2016-2019 Application and Work Plan.

Our Work Plan reads:

- *Financial Assistance: During one-on-one visit with client, complete application and gather documents; verify information; approve/deny grant and request check from treasurer. Work Plan Count: 15-20*
- *Material Support: Provide diapers to women with children under 1-year-old. Work Plan Count 120-180*

Current Status:

- ***Financial Assistance:***

When a woman calls our office requesting financial assistance, volunteers use screening questions to confirm the woman qualifies to complete an application. When the woman comes in for the appointment, the application is completed and documents gathered. The information is reviewed and if the grant is approved a request is made to the treasurer to issue a check to the landlord or utility.

For the most recent quarter (7/1/2017 - 9/30/2017) 29 women received financial assistance. This is higher than our work plan count and a significant increase over previous quarters. The grants given in the four quarters of Year 1 were 16, 25, 14 and 16.

- ***Material Support:***

Women are receiving 48 diapers and 100 wipes. On their first visit we complete an intake form gathering information and documents to confirm qualification (under 1-year-old).

For the most recent quarter (7/1/2017 - 9/30/2017) there were 73 diaper visits. Although this is lower than the work plan count, the number has increased over previous quarters. Diaper visits in the four quarters of Year 1 were 56, 55, 43, 94.

In 2017 / Year 2, we added wipes to the Material Support program such that each woman that comes in for diapers will also receive a package of 100 wipes.

Possible Work Plan Changes:

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- Do you anticipate making any changes to the 2017-18 Work Plan? If so, in what way and for what reasons?

We anticipate that we can change the Work Plan Count for Material Support to 75 – 100 diaper visits.

We can change the description of the Material Support program to include wipes given with diapers.

Discussion also included the Quarterly Update Report work plan count numbers versus the Actual Report count numbers. The board was asked to review the current work plan count numbers and revise those categories that have consistently been off by more than 10%. A Quarterly Update revision is recommended and can be sent in for approval once these discrepancies are determined at any time of the grant cycle.

Participants:

- What type of outreach does the organization put into action? What is working well? What are more the challenging aspects to finding or retaining clients?

When women are in need of items and/or services that we do not provide, we give them women resources and information for getting the things they need. We are not experiencing any problems "finding" clients – they are finding us through referrals. Since our programs are designed to help women continue to or become independent, we do not try to "retain" clients for more than the pregnancy & 1 year of the baby's life.

Data:

- How is program data collected and by whom? Is data collected useful to agency?

Intake information which includes demographics as well as the woman's needs is collected by volunteers taking financial applications and by volunteers introducing women to the diaper assistance program using the Necessary Services Intake Form and our own application forms. In addition, we do follow-up surveys. This data is very helpful to our organization to know who and how we are helping women.

- Anything we can do to help or simplify data collection?

We are using a modified version of the PAG Intake form. This has been helpful. At this time nothing more is needed.

Review Evaluation

- Your 2015-16 Evaluation Report Summary will be discussed (If you were a past grantee).
- Your 2016-17 Evaluation Plan will be reviewed. Any suggestions provided in your 2015-16 Report Summary should be included in the plan, if you are continuing a similar evaluation. If you are planning a new evaluation, details will be discussed. Do you have any questions on your evaluation?

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This grantee has used their evaluation project to assess the perceived benefits of their clients for the PA funded services they are providing including their material assistance program and their rental assistance services. They will continue to use this model for their Year 2 evaluation project.

Miscellaneous

- Anything else you would like to share?
- Anything else we haven't asked?

What can we do to help?

- Trainings and Grantee meetings useful for grantee? Any topic suggestions?
- Feedback or suggestions for the state?
- Is there any way MDH can assist you to better equip your success in the Positive Alternatives Grant Program?

Assistance was requested for referral information for car seats/training. It was also suggested that MDH should consider making all necessary PA grantee forms and policies available online for all current grantees.

Summary:

Emergency Pregnancy Services of Minneapolis (EPS) has been a Positive Alternative (PA) grantee for most of the history of the state funded program. EPS is an all-volunteer organization that is affiliated with the national organization of Birthright. The office is located in the heart of the Minneapolis business district and is assessable by bus and train lines for most clients. Services provided by the PA grant funding includes providing financial assistance primarily in the form of rental assistance, material support of diapers and assessment and referral for required PA necessary services.

Volunteer staff open hours on Mondays and Thursdays and also respond to messages left. Clients are referred primarily from 211- United Way and word of mouth. Staff suggest they do not have an issue attracting clients. Despite their increased funding for the new grant cycle the organization usually runs out of funds by the end of each quarter and are not able to help all of their clients requests for rental assistance. Some of these clients are able to receive assistance through a referral to Cradle of Hope.

Topics discussed at this year's site visit included background checks. Although most of the organization volunteer staff have been working at the center for many years, it was suggested as a best practices policy that all newly recruited volunteer staff working with clients or with funds should be asked to complete a

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background check. Staff also would like suggestions for where to refer clients in need of a car seat and the required safety education. Referral information will be sent to staff.

Quarterly Update Reporting was reviewed and it was determined that work plan counts may need to be revised and sent to the grant manager for approval. Currently some work plan counts and actual reporting counts have been under by at least 10%. More realistic goals should be reviewed, revised and submitted for approval. Budget revision requirements were also discussed and it was suggested that if funding in any category will not be expensed in any given grant year, that the board should make a request for the funds to be used in a different category where funding is needed such as in financial assistance. Budget revisions need to be completed by the middle of May and must be submitted on the standard *Budget Revision Form* for approval.

EPS of Minneapolis has diligently monitored their grant program and funding this past grant year. All forms and submissions are submitted in a timely manner. They have implemented a well-planned evaluation project with results that will help to continue to shape their program. It has been a pleasure to work alongside the volunteer staff of EPS. I look forward to our continuing partnership.

Date: January 2, 2018

Grant Manager: Mary Ottman